

Job Location: 400 Deaderick Street- Nashville TN 37243

DHS Program Director 2 – Learning & Development (Supports Child Care & Community Services Division)

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Office of Talent Management – Learning & Development has an opportunity for a DHS Program Director 2 – Learning & Development (Child Care & Community Services) to manage all learning solutions for the Child Care & Community Services division (Adult Protective Services, Child Care Services) and Food Programs. The Director 2 will directly supervise 2 Program Managers and 1 Program Coordinator with 6 indirect reports. The ideal candidate is an experienced learning organization leader with proficiency in curriculum design, facilitation, project management, communication and innovative learning platforms to meet the needs of generationally diverse learners and a customer and service focused organization.

Position Responsibilities:

- Oversight and management of all learning solutions and resources for division customers, including new employee and refresher training, policy/procedures training, systems and soft skills training; ensure all applicable learning resources housed on the internal website are accurate, remain current, and are made available timely
- Implement ongoing process for continuous quality improvement to achieve greater outcomes – review and evaluate feedback including learner survey results and feedback from supervisors, program/division leaders following all learning opportunities provided by the division training team; engage team members in conducting regular reviews of existing learning modules
- Oversight and management of all work orders submitted by the division learning team, working in partnership with the Technical Unit director to produce innovative learning solutions that engage, challenge and improve employee performance
- Monitor and ensure that all learning opportunities are effectively communicated and advertised via the DHS Online Learning Calendar and the DHS News You Need; ensure enrollment information is accurate and available timely
- Serve in a consultant role to Child Care & Community Services division management team and other stakeholders; work with division leaders to proactively anticipate/plan for upcoming learning needs and support for agency strategic goals
- Manage team capacity and strengthen team's ability to adapt and be responsive to customer needs across programs through cross-training and other methods
- Observe and evaluate facilitation skills of direct/indirect reports, providing feedback and coaching to improve performance
- Review and approve all curriculum developed by direct/indirect reports, providing feedback and coaching to ensure curriculum meets established standards of excellence
- Partner with Director 4 and other learning Directors on delivery of learning analytics: learning scorecard, dashboards, reporting of agency impact analytics with focus on learner's manager evaluation of outcomes
- Stay informed on industry trends, new and emerging practices, technology to drive innovative learning solutions

Position Requirements:

- Minimum Bachelor's degree in either organizational development, education, training and development, curriculum and design, or any field related to the design or evaluation of curriculum and related instructional processes. Master's preferred.
- Five years of full-time professional work in one or a combination of the following: education, and/or **curriculum development of instructional materials for learning programs (highly preferred)**; or training/facilitation.
- Required - Practitioner level knowledge across instructional design, facilitation and other learning solutions mediums
- Experienced leadership practices fostering a climate that values and rewards inclusion, team work, collaboration, innovation and performance excellence
- Proven success in establishing key relationships at all levels of the organization
- Preferred - Director level experience demonstrating proven ability to effectively manage projects, teams and multiple competing priorities
- Flexible work style, ability to handle the pace of the environment with unexpected changes
- Strong interpersonal and communication, presentation and listening skills
- Ability to bring best practice learning solutions to the organization

Competencies:

- Building Effective Teams
- Collaboration
- Dealing with Ambiguity
- Decision Quality
- Innovation Management
- Organizational Agility
- Process Management
- Problem Solving
- Perspective - Recognizes key competitive advantages and disadvantages; is in tune with the “big picture” of the organization

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by December 10, 2018. All email submissions must include in the subject line: DHS Program Director 2 – Child Care & Community Services.

Target Salary: \$55,000 – 70,000. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.